

Data Processing Manager II

Essential Task Rating Results

1	Research and recommends alternatives and provide guidance and suggestions on product and/or service delivery offerings to maintain/improve service.
2	Reviews, makes decisions, and provides guidance on problem resolutions to ensure uninterrupted delivery of services.
3	Reviews, and maintains operational procedures in compliance with applicable government policies and guidelines, and Information Technology (IT) industry standards.
4	Coordinates project and service delivery activities with stakeholders to ensure efficient and timely delivery of services.
5	Conducts or consults in management planning activities such as budget, staffing, resource allocation, and prioritization to meet operational goals.
6	Develop justifications for additional IT resource needs in support of business objectives.
7	Conducts the initiation, planning, analysis, design, development, testing, and implementation of products and services in accordance with industry best practices.
8	Directs staff in the initiation, planning, analysis, design, development, testing, and implementation of products and services in accordance with industry best practices.
9	Ensures the integrity, performance and reliability of IT services using industry best practices.
10	Analyzes and recommends rates for services based on cost components, cost recovery, and projected client base.
11	Leads teams to restructure processes and procedures within the department to improve the overall efficiency of services.
12	Coordinates staff to minimize service disruptions in managing major IT outages in accordance with established practices.
13	Provides input to the development, administration, and execution of Disaster Recovery Plans to protect State resources and continue to provide critical IT services in the event of a disaster, in compliance with State mandates.
14	Manages the IT components of the department's business continuity plan in compliance with State mandates.
15	Performs and coordinates regular updates, testing, and continuous improvement of Disaster Recovery Plans in compliance with State mandates.
16	Provides project leadership/oversight by making decisions in collaboration with IT and business workgroups to ensure successful project delivery.

17	Manages projects using established industry standards, methodologies and best practices to meet customer business needs.
18	Develop work breakdown structures and resources assignments to meet ongoing activity and project needs.
19	Prioritizes and manages project activities and resources to ensure alignment with organizational goals and objectives.
20	Manages project risks, issues, and develops risk mitigation and contingency strategies to ensure successful project implementation.
21	Collaborates internally or with other agencies to leverage existing IT solutions, best practices and processes.
22	Develops and implements of organizational processes and procedures using industry best practices, and staff recommendations to assist in achieving the organization's goals and objectives.
23	Prepares and consults with customers on the business needs and procurement of IT solutions in compliance with department policies.
24	Provides IT consulting services to aid customers in response to legislative mandates.
25	Develops statements of work containing technical requirements, business requirements, tasks, performance standards, deliverables, evaluation criteria to meet operational and service needs.
26	Reviews and approves statements of work containing technical requirements, business requirements, tasks, performance standards, deliverables, evaluation criteria to meet operational and service needs.
27	Conducts contract negotiations with vendors or control agencies regarding IT contracts to ensure that program/project objectives are met.
28	Leads IT solution acquisition request for proposal (RFP) process in accordance with State policies.
29	Manages IT purchasing in compliance with State procurement policies and procurement plans.
30	Monitors vendor performance, including the work being performed and technical deliverables, to ensure contract agreements are met.
31	Develops a positive working environment to promote open communication.
32	Provides status and escalates appropriate issues and risks to the executive level.
33	Prepares and presents presentations to various audiences to provide information, training, or influence decisions.
34	Serves as liaison between client and vendor executives to coordinate services.
35	Conducts and facilitates stakeholder meetings to improve workflow processes, coordinate changes, facilitate regular information sharing, communicate priorities, and provide direction to staff.
36	Develops and maintains working relationships with governmental stakeholders through by participating on advisory committees.

37	Represents the department as a subject-matter-expert to a variety of audiences.
38	Develops and manages customer expectations in collaboration with staff and customers.
39	Provides opportunities for staff development using cross training, mentoring, formal training classes, and other development techniques to promote career goals.
40	Develops staff in order to support emerging technologies and enhance service offerings.
41	Enhances team performance and maintains morale by setting clear and achievable expectations and providing developmental opportunities.
42	Encourages and motivates staff through team building activities, challenging assignments, and recognition.
43	Provides guidance and direction to subordinate staff to meet organizational goals.
44	Directs staff in developing customer service levels by setting and communicating standards and monitoring performance through customer evaluations and feedback.
45	Assigns and delegates work to subordinate employees.
46	Address staff needs by providing staff with tools and training to perform ongoing work.
47	Recruits, interviews, selects, hires, and promotes staff for the organization using approval authority, budget allotment, etc. to maintain staffing levels.
48	Develops and executes department IT succession planning activities including skills assessment, gap analysis, and workforce planning.
49	Administers provisions of Equal Employment Opportunity (EEO) and Americans with Disabilities Act (ADA) to ensure compliance in the course of supervising employees.
50	Monitors hiring and recruiting processes to ensure adherence to State, EEO and personnel guidelines.
51	Develops budget and resource management plans to meet departmental goals.
52	Approves project and organization deliverables provided by staff to ensure work quality and policy compliance.
53	Ensure compliance to federal, State and department information security policies, standards, and guidelines.